



# Customer Service Survey

NKAPC staff members are committed to customer service. Your responses to the following questions help us direct our commitment.

**Which of our departments was the focus of your most recent contact with us?**

- Administration (*agency administration, accounting, NKAPC website, etc.*)
- Building Codes Administration (*building / electric permits, plan reviews, inspections, etc.*)
- Current Planning (*zoning, code enforcement, planning commission agenda item, etc.*)
- GIS Administration (*maps, LINK-GIS website, etc.*)
- Infrastructure Engineering (*subdivision plats, infrastructure issues, subdividing land, etc.*)
- Long-Range Planning (*comprehensive plan, small area studies, etc.*)

**What was the reason for contacting us?**

- Ask a question
- Submit a complaint
- Voice a problem with NKAPC service
- Seek information
- Respond to communication from us
- Other; please specify:

**How did you contact us?**

- In person
- Phone
- Email
- Fax

**How many times did you contact us before we addressed your issue?**

- 1
- 2
- 3 or more

**How long did it take to get your request fulfilled?**

- Immediately
- Less than a day
- Between 1 and 2 days
- Between 3 and 6 days
- A week or more

**Do you believe the time taken to fulfill your request was reasonable?**

- Yes
- No

**Were you satisfied with our response to your contact?**

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

**If Dissatisfied or Very Dissatisfied, please provide details (date, employee, issue, etc.):**

**Was this most recent contact with NKAPC your first?**

- Yes
- No

**If No, with which departments have you interacted prior to this most recent contact?**

*(Check all that apply.)*

- Administration
- Building Codes Administration
- Current Planning
- GIS Administration
- Infrastructure Engineering
- Long-Range Planning

**Rate your overall impression of NKAPC:**

	Excellent	Good	Neutral	Poor
Knowledge and competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting your needs / requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**What can we do to improve our customer service?**

**Would you like the executive director to follow up?**

- No
- Yes *(Please provide contact information below.)*

To submit your response, click the Submit button. Additional comments can be provided as part of the e-mail message. Thank you for taking time to help us direct our commitment to customer service.